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FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

Docket
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Secretary
220

mm Docket 92-263

IN REPLY REFER TO:

8310-MEA
CN9300682

RECEIVED

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Honorable Jan Meyers
Member, House of Representatives
204 Federal Building
Kansas City, KS 66101

Dear Congresswoman Meyers:

Thank you for your letter on behalf of Joseph Krumm of Kansas City, Kansas. Your constituent complains of excessive cable rates, frequent cable outages, and slow repair service.

The Commission is currently in the process of formulating regulations concerning cable rates and customer service (see enclosures), pursuant to the Cable Television Consumer Protection and Competition Act of 1992. Your constituent's comments will be placed in the record of these proceedings.

Since cable technical standards are enforced by the local franchising authority, your constituent may want to voice his complaints about frequent outages to his local franchising officials.

I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart
Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

041

LAWRENCE



Federal Communications Commission
Field Operations Bureau
8800 East 63rd Street - Rm 320
Kansas City, Missouri 64133

NMB
CATV Notes
COPY 682

February 12, 1993

Honorable Jan Meyers
Member, House of Representatives
204 Federal Building
Kansas City, Kansas 66101

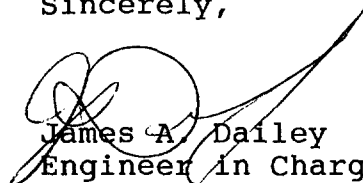
Dear Congresswoman Meyers:

Your letter to Dennis P. Carlton, on behalf of Mr. Joseph Krumm, has been referred to me for reply.

Mr. Krumm's inquiry concerns a matter which is handled by our Washington, D.C. staff. His complaint concerning cable rates and service has been forwarded to the Mass Media Bureau, Cable Television Branch, 2025 M Street, Washington, D.C. 20554.

Thank you for contacting the FCC.

Sincerely,


James A. Dailey
Engineer in Charge

cc: Mr. Dennis P. Carlton
Regional Director

JAN MEYERS
3D DISTRICT, KANSAS
WASHINGTON OFFICE:
2338 RAYBURN HOUSE OFFICE BUILDING
(202) 225-2865

DISTRICT OFFICE:
204 FEDERAL BUILDING
KANSAS CITY, KS 66101
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Congress of the United States
House of Representatives
Washington, DC 20515-1603

SMALL BUSINESS COMMITTEE
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FOREIGN AFFAIRS COMMITTEE
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ENVIRONMENTAL AND ENERGY STUDY COMMITTEE
AT-LARGE MEMBER
REPUBLICAN POLICY COMMITTEE

February 10, 1993

Mr. Dennis Carlton, Regional Director
Federal Communications Commission
8800 East 63rd St., Room 320
Kansas City, Missouri 64133

Dear Mr. Carlton:

I write at the request of my constituent, Mr. Joseph Krumm, 1807 N. 86th Street, Kansas City, Kansas 66112.


Mr. Krumm believes American Cablevision is charging excessive rates to customers that live north of the Kaw River in Wyandotte County. These customers have fewer basic channels than the customers who live south of the Kaw River, yet, American Cablevision charges everyone the same basic rate.

Mr. Krumm says the cable company advised him the reason everyone is charged the same rate is because it is easier to bill everyone the same basic charge. He finds this unacceptable. He believes the cable company should either provide the same service or reduce the basic rate for customers who receive fewer channels.

He says the cable company has raised the rate, but the quality of service has deteriorated. He says the cable service in the area of Wyandotte County where he lives is continually going out, and American Cablevision is slow to restore service.

I would appreciate you looking into this matter and advising me of your findings. Please reply to my Kansas City District office at 204 Federal Building, Kansas City, Kansas 66101.

Sincerely,


JAN MEYERS
Member of Congress

JM:pr

Enclosures

cc: Mr. Joseph Krumm

Ms. Mary Ann Neath, Legal Dept., City of Kansas City, KS